

IN THE SPECIFICATION

On page 1, please amend the paragraph starting at line 4 as follows:

Da
The present invention relates to a system for establishing a connection between two individuals in, for example, a call processing environment.

On page 4, please amend the paragraph starting at line 3 as follows:

Da
Embodiments of the present invention provide information about a telephone caller to a telephone agent.

On page 4, please delete lines 6 through 18.

On page 4, please amend the paragraph starting at line 19 as follows:

Da
An embodiment of the invention handles an incoming call by generating a web page that contains information about the caller. Information about the caller is based on the telephone number of the incoming call. An identifier associated with the generated web page is transmitted to an agent that will answer the call.

IN THE TITLE

Please replace the current title with – A Method And Apparatus For Processing A Telephone Call.

IN THE CLAIMS

Please cancel all pending claims without prejudice.